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| <b>POLICY OF</b>                     | <b>POLICY NUMBER</b>                                      | <b>PAGE NUMBER</b> |
| <b>STATE OF DELAWARE</b>             | E-10                                                      | 1 OF 2             |
| <b>DEPARTMENT OF CORRECTION</b>      | <b>RELATED NCCHC/ACA STANDARDS:</b><br>P-E-10 (IMPORTANT) |                    |
| <b>CHAPTER: 11 HEALTH SERVICES</b>   | <b>SUBJECT: PATIENT ESCORT</b>                            |                    |
| <b>APPROVED BY THE COMMISSIONER:</b> |                                                           |                    |
| <b>EFFECTIVE DATE:</b> 11-19-07      |                                                           |                    |

**PURPOSE:**

Inmate access to care is maintained through timely movement to medical, dental and mental health clinics both onsite and offsite.

**POLICY:**

1. Correctional staff cooperates with healthcare staff to make inmates available for scheduled on-site and off-site treatment appointments.
2. Healthcare staff attempts to schedule on-site clinics and off-site appointments in a manner least disruptive to the institution's routine.
3. The site Health Services Administrator explores scheduling options with the appropriate institutional staff to determine how to structure sick call, clinics and on-site healthcare appointments. Factors to be considered include:
  - a. Security level
  - b. Institutional schedule (e.g., counts, meals, recreation, visiting times, programs)
  - c. Escort availability
  - d. Location sick call services are provided (in medical unit, housing areas with medical offices, etc.)
4. The site Health Services Administrator, or designee, notifies correctional staff with identification of inmates requiring movement.
5. A report identifying missed off-site healthcare appointments by numbers and reasons is discussed in MAC and QI Meetings.

| <b>POLICY OF<br/>STATE OF DELAWARE<br/>DEPARTMENT OF CORRECTION</b> | <b>POLICY NUMBER</b><br><br>E-10 | <b>PAGE NUMBER</b><br><br>2 OF 2 |
|---------------------------------------------------------------------|----------------------------------|----------------------------------|
| <b>SUBJECT: PATIENT ESCORT</b>                                      |                                  |                                  |

6. Confidentiality of health information is maintained for all health care services provided onsite or offsite. Refer to Confidentiality and Maintenance of health records for more specific information related to Confidentiality.
7. Custody staff transporting inmate's offsite is provided information related to health care only as it relates to maintaining security, safety of inmate, officers and the public.

References:

National Commission on Correctional Health Care: Standards for Health Services in Jails, 2003, J-E-10

American Correctional Association: 3<sup>rd</sup> Edition with 2002 Supplements ALDF, 3-ALDF-4E-30